

For all participants

- To use the program, participants must have the photo I.D. "Ride-card." The card is issued free of charge; services cannot be provided without the card. Replacement cards are \$5.00 each; therefore, please don't lose your card!

Fares

- For qualified ADA participants the cost is \$2.00 one-way per trip.
- ADA participants may be accompanied on their trips by a program office-approved personal attendant, at no additional cost. All other passengers must pay the prescribed flat rate per trip when accompanying a program participant.
- For qualified senior citizens, the one-way fare is \$5.00.
- All fares are flat fares and tipping is optional.

Service Area

The Santa Fe Ride Paratransit Program is available anywhere within the Santa Fe city limits. Please do not ask your driver to deviate as the program will not pay any applicable excess charges. For service area information please contact the program office at 473-4444.

Reserving a Trip

- Give your name
- I.D. Ride Card number
- Time and address where you want to go
- Time for return trip
- Advise if you are in a wheelchair
- Make advance arrangements for an in-route 5-minute stop over
- Advise if you will have an attendant or an additional rider

Travel Tips

Trips scheduled one day or more in advance are GUARANTEED. Please be ready 15 minutes prior to your scheduled pick-up time and up to 15 minutes after your scheduled pick-up time.

- Trips scheduled less than one day in advance are **NOT GUARANTEED**. Service will be provided on an as-available basis.
- The service is **CURB-TO-CURB**. The driver may not, under any circumstances enter your property. Drivers will assist passengers into and out of the vehicle.
- To cancel a trip, notify the provider up to two hours in advance. Failure to cancel or failure to show up for a trip may be grounds for suspension of service. Drivers may not wait more than five minutes.

All passenger complaints or concerns with service should be promptly reported to the Transit Division at 955-2001.

Santa Fe Ride Program



SANTA FE RIDE

473-4444



**"HAVE A GREAT
SANTA FE RIDE!"**

What is Santa Fe Ride?

The Santa Fe Ride Paratransit Program provides accessible curb-to-curb transportation to our citizens and guests who are disabled or unable to use Santa Fe Trails' buses due to an ADA-certified disability. Senior citizens are also eligible to participate.

We would like you to know that the City Council approved the Santa Fe Ride Paratransit Program services to be provided by Santa Fe Trails Transit Division Monday - Friday, 7:00 am – 7:00 pm beginning on July 3, 2006.

Capital City Cab will continue to provide paratransit services after 7:00 p.m. weekdays and during the weekends.

So what does this mean for current participants?

- There will be no changes to the Senior's Division van service program
- Santa Fe Ride rates will not change
- The city will keep the **473-4444** Santa Fe Ride number for all service
- Trip lengths will not exceed the current 45-minute limit
- An increase of ride-sharing
- More van services rather than sedan services

Each provider is trained in the operation of the wheelchair-lift and will provide quick, consistent, and timely service.

As a senior citizen, how do I qualify for the program?

Senior citizens, age 60+ who live within the Santa Fe city limits are eligible for the transportation provided by the Santa Fe Ride Paratransit Program.

To register for the program, please come in to the Santa Fe Trails Transit office located at 2931 Rufina St., Santa Fe, New Mexico, 87507, Tuesday – Thursday 9:00 am – 4:00 pm to complete an application and to take your photo for your free I.D. "Ride-card."

Please bring some form of identification that will prove your age and residency, such as your driver's license, birth certificate, passport, Medicare card or other recognized identification. There is no waiting period. *See *"For All Participants"* on the back of this brochure to obtain a ride.



Capital City Cab assisting customer.

As a disabled person, how do I qualify?

- The first step in becoming certified is to call the Santa Fe Trails Transit office at 955-2001 for an application. The application can be mailed or faxed to you. The application must be completed by a physician, nurse practitioner, or licensed therapist, which states and certifies the type and duration of the disability.
- Once you receive the application back from your medical professional, please mail to 2931 Rufina St. Santa Fe, NM 87507, or fax to our office at 955-2020.

Please allow up to 21 days for processing the application and determining eligibility.

- Santa Fe Trails Transit office will call you for an appointment. All application reviews and appointments are conducted at the office located at 2931 Rufina St., Santa Fe, New Mexico, 87507. Please be prepared to have a picture taken for purposes of obtaining a Santa Fe Ride Program "Ride-card".

*See *"For All Participants"* on the back of this brochure to obtain a ride.